



Organizational Development

Virginia Learning Center

How to submit a help desk ticket for a new course (classroom or eLearning)

Ways of communication

- Email: vccc@vita.virginia.gov
- Telephone: 1-866-637-8482

Information to provide to the help desk attendant

- Identify the ticket for the DSS COVLC Que
- Your agency name
- Your full name
- Please provide the following information:

Information needed to input Classroom or Online Content

Classroom

- Name and proposed course number with VDSS prefix: for example: VDSS – ABC123: Building Bridges
- Course Description
- Keywords
- Course Provider/Owner
- Duration
- Category
- Prerequisites
- Equivalencies
- Competencies
- Share Content
- Image
- Survey
- Cost Allocation Pool identified

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Online

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- Share Content
- Image
- Survey
- Designer